

Payroll Processes

QUICK REFERENCE GUIDE

EFT/ACH Reversal Request

Steps for



Decision: The employee is due funds.

1. **The Agency Administrator** submits a Business Request. Select Payroll/EFT Reversal Request and complete the provided fields. If more than one account is involved with the request, it can be included in a single submission. Comments and/or attachments may also be included in the request.

***Note:** The account number must match exactly as to what is on the tape s otherwise the bank has difficulty finding the correct EFT. This information should be taken from Display Pay Results, BT Payment Information for the period being reversed.*

2. **The PC Payroll Branch Accountant** sends an EFT Reversal Request form by fax to **Treasury** and **Finance** supplying information about the payment (Agency, name, amount, and banking information). **Treasury** will fax this form to the issuing bank (**Chase Bank**).


3. **Treasury** will receive a notice from the issuing bank when the funds have been returned

4. **Finance** will create a CR document and send to **Treasury** for approval The approved CR document moves the funds from the Finance account to the Personnel Cabinet account.

5. When the approved CR document is received by **Finance**, a notice is sent to the **PC Payroll Branch Accountant** that the funds have been returned to the Personnel Cabinet.

6. The notice is held for 7 days by the Personnel Cabinet because the reversal can still fail. If the reversal fails the PC Payroll Branch Accountant will add the resolution to the Business Request and change the status of the request to Closed. The SPAlert email the Agency HR Administrator receives from the closed request serves as notification that the reversal failed and the agency must attempt recovery of the funds from the employee.

7. After 7 days and no further notice is received from Finance or the issuing bank, the **PC Payroll Branch Accountant** will go into InfoAdv, create an IET document, add the IET document number to the Business Request and



change the status of the request to Closed. The SPAlert email the Agency HR Administrator receives from the closed request serves as notification that the funds have been returned to the agency.

8. The **Agency HR Administrator** will create a positive Manual Adjustment/SAS-27 for net amount and send it to the **Personnel Cabinet** for processing, from which it is sent to the **Finance Cabinet** and then **Treasury**.

Note: If the infotype 0009 – Bank Details record is not updated the same process will occur in the next payroll run as well.

9. **Treasury** will print the check and return to the Agency HR Administrator for distribution to the employee.

10. No adjustments are made to KHRIS because employee received the net check.



Decision: The employee is not due funds.

1. **The Agency Administrator** submits a Business Request. Select Payroll/EFT Reversal Request and complete the provided fields. If more than one account is involved with the request, it can be included in a single submission. Comments and/or attachments may also be included in the request.

Note: When reversing a check, in order for the employee not to be paid double in the next pay period, the master or time data must be changed that caused the payment.

For example: If a salaried employee was incorrectly paid full payment because he did not enter time when he was actually on unpaid leave for the entire period, the timesheet must be corrected to reflect the leave without pay, or the payment will repeat on the next payroll run.


2. The PC Payroll Branch Accountant sends an EFT Reversal Request form by **fax** to Treasury and Finance supplying information about the payment (Agency, name, amount, and banking information). Treasury will fax this form to the issuing bank (Chase Bank).

3. Treasury will receive a notice from the issuing bank when the funds have been returned

4. **Finance** will create a CR document and send to **Treasury** for approval. The approved CR document moves the funds from the Finance account to the Personnel Cabinet account.

5. When the approved CR document is received by **Finance**, a notice is sent to the **PC Payroll Branch Accountant** that the funds have been returned to the Personnel Cabinet.

6. The notice is held for 7 days by the Personnel Cabinet because the reversal can still fail. If the reversal fails the PC Payroll Branch Accountant will add the



resolution to the Business Request and change the status of the request to Closed. The SPAlert email the Agency HR Administrator receives from the closed request serves as notification that the reversal failed and the agency must attempt recovery of the funds from the employee.

7. After 7 days and no further notice is received from Finance or the issuing bank, the **PC Payroll Branch Accountant** will go into InfoAdv, create an IET document, add the IET document number to the Business Request and change the status of the request to Closed. The SPAlert email the Agency HR Administrator receives from the closed request serves as notification that the funds have been returned to the agency.

8. The **Agency HR Administrator** will create a positive Manual Adjustment/SAS-27 for net amount and send it to the **Personnel Cabinet** for processing, from which it is sent to the **Finance Cabinet** and then **Treasury**.

9. The **Agency HR Administrator** will submit an Off-Cycle request to reverse the incorrect payment in KHRIS.

10. The **PC Payroll Branch Consultant** will notify the **Personnel Cabinet functional Support Staff** of an Off-cycle payroll run for the reversal (FORM).

11. The **PC Payroll Functional Support Staff** accesses the Off-Cycle Workbench for the selected PERNR and selects the Reversal payment tab for the correct payment. The support staff selects the reason code of **Reversed Check Payment**. The payment is reversed. The off cycle will process all transactions to eMARS.

12. The **PC Payroll Branch Consultant** will notify the **Agency HR Administrator** if the reversal fails to process. The **Agency HR Administrator** may view successful reversals, indicated by an R, on PC_PayResult in KHRIS.